

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	542338
<015>	Study Area Name	SIERRA TELEPHONE CO
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Linda Burton
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5596420229 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	lindab@stcg.net
	Form Type	54.313 and 54.422

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net

<210> For the prior calendar year, were there any reportable voice service outages? No

[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**

 FCC Form 481
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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stog.net

<300> Unfulfilled service request (voice)

8

542338ca310.pdf

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

81

542338ca330.pdf

<330> Detail on attempts (broadband)

Name of Attached Document

<010>	Study Area Code	542338
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<035>	Contact Telephone Number - Number of person identified in data line <030>	5596420229 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 06
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 27
<450>	Complaints per 1000 customers for mobile broadband	

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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
542338ca510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	542338ca610.pdf

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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

[illegible]

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-- See attached worksheet --

**(800) Operating Companies
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net
<810>	Reporting Carrier	Sierra Telephone Company, Inc.
<811>	Holding Company	Sierra Tel Communications Group
<812>	Operating Company	Sierra Telephone Company, Inc.

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

 FCC Form 481
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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net

 <900> Does the filing entity offer tribal land services? (Y/N) Yes

<910> Tribal Land(s) on which ETC Serves

Picayune Rancheria of Chukchansi Indians of California

<920> Tribal Government Engagement Obligation

542338ca920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
<div></div>
Yes
Yes
Yes
Yes
Yes
Yes
Yes

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

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<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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542338ca1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

<010>	Study Area Code	542338
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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

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OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
		Yes - Attach Certification	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}		542338ca3010.pdf
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Yes - Attach New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	542338ca3012.xlsm
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	542338ca3017.pdf
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or		<input type="checkbox"/>
(3020)	(2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3021)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcq.net

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier
Data Collection Form**

 FCC Form 481
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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: SIERRA TELEPHONE CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 07/01/2017
Printed name of Authorized Officer: Cynthia Huber	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 5596420209 ext.	
Study Area Code of Reporting Carrier: 542338	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier
Data Collection Form**

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<039> Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(700) Price Offerings including Voice Rate Data Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	lindab@stcg.net

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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[illegible]

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	July 2013

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

[illegible]

Study Area Code: 542338

Study Area Name: Sierra Telephone Company, Inc.

Program Year: 2018

Contact Name: Linda Burton

Contact Number: 559-642-0229

Contact Email Address: lindab@stcg.net

Date Initiated	Work Order Number	Service Type	Reason for Delay
11/14/2016	479305	New Voice Service	Pending construction
10/11/2016	471477	New Voice Service	Pending construction
10/6/2016	470697	New Voice Service	Pending construction
9/30/2016	469336	New Voice Service	Pending construction
9/9/2016	462572	New Voice Service	Pending construction
8/29/2016	458099	New Voice Service	Pending construction
8/29/2016	457583	New Voice Service	Pending construction
8/25/2016	456357	New Voice Service	Pending construction

Study Area Code: 542338

Study Area Name: Sierra Telephone Company, Inc.

Program Year: 2018

Contact Name: Linda Burton

Contact Number: 559-642-0229

Contact Email Address: lindab@stcg.net

Date Initiated	Work Order Number	Service Type	Reason for Delay
11/14/2016	479305	New DSL Service	Pending construction
10/11/2016	471477	New DSL Service	Pending construction
10/6/2016	470697	New DSL Service	Pending construction
9/30/2016	469336	New DSL Service	Pending construction
9/14/2016	464744	New DSL Service	Pending construction
9/9/2016	462572	New DSL Service	Pending construction
8/29/2016	458099	New DSL Service	Pending construction
8/29/2016	457583	New DSL Service	Pending construction
8/25/2016	456357	New DSL Service	Pending construction

Number of Customers Waiting for Higher Speed DSL by Wire Center

Wire Center	Number of Sites	Number of Customers	Service Type Requested	Reason for Delay
Bass Lake - BSLKCAXF	1	1	Upgrade to higher DSL speed	Pending upgrades to facilities
Mariposa - MRPSCAXF	12	15	Upgrade to higher DSL speed	Pending upgrades to facilities
Mariposa - MRPSCAXG	5	5	Upgrade to higher DSL speed	Pending upgrades to facilities
Oakhurst - OKHRCAXA	22	45	Upgrade to higher DSL speed	Pending upgrades to facilities
Yosemite Lakes Park - YMLPCAXF	4	6	Upgrade to higher DSL speed	Pending upgrades to facilities

Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2018
Contact Name: Linda Burton
Contact Telephone Number: 559-642-0229
Contact Email Address: lindab@stcg.net

Line 510: Description of Service Quality Standards and Consumer Protection Rules Compliance for 54.313(a)(5) Certification

54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules.

The following statements describe Sierra Telephone's compliance with the CPUC and FCC requirements for service quality standards and consumer protection.

Service Quality Standards

Sierra Telephone complies with the service standards of the CPUC General Order 133-C and CPUC General Order 133-D, Rules Governing Telecommunications Services – Service Quality, and CPUC General Order 168, Market Rules to Empower Consumers and to Prevent Fraud – Consumer Protection, and related orders of the CPUC.

Consumer Protection

Sierra Telephone complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information (CPNI) and the Federal Trade Commission Red Flags Rule to prevent identity theft. Sierra Telephone has adopted CPNI and Red Flags Rule procedures, training, recordkeeping, and supervisory reviews.

Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2018
Contact Name: Linda Burton
Contact Telephone Number: 559-642-0229
Contact Email Address: lindab@stcg.net

Line 510: Description of Service Quality Standards and Consumer Protection Rules Compliance for 54.313(a)(5) Certification

54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules.

The following statements describe Sierra Telephone's compliance with the CPUC and FCC requirements for service quality standards and consumer protection.

Service Quality Standards

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Consumer Protection

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Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2018
Contact Name: Linda Burton
Contact Telephone Number: 559-642-0229
Contact Email Address: lindab@stcg.net

Line 610: Functionality in Emergency Situations for 54.313(a)(6) Certification

54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

The following provides information that Sierra Telephone is able to function in emergency situations as set forth in §54.202(a)(2).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Study Area Code: 542338
Study Area Name: Sierra Telephone Company, Inc.
Program Year: 2018
Contact Name: Linda Burton
Contact Telephone Number: 559-642-0229
Contact Email Address: lindab@stcg.net

Line 920: Tribal Land Offerings for 54.313(a)(9)(i-v) for Picayune Rancheria of Chukchansi Indians of California (Chukchansi)

Chukchansi Tribal Lands are located in many areas of Sierra Telephone's service territory. These areas have always been served in conjunction with telecommunications and broadband service provided to all of Sierra Telephone's customers.

Sierra Telephone has worked with Chukchansi tribal members over many years assisting them with their planning and providing their telecommunications and broadband needs, while being sensitive to their culture and complying with their rights of way, land use permits, facility settings, Tribal business and licensing requirements, and environmental needs.

In 2003, the Chukchansi Tribe established a large resort casino, the Chukchansi Gold Resort and Casino, in Coarsegold, California. Sierra Telephone worked closely with Chukchansi representatives to engineer, build, and provide the telecommunications and broadband services needed to support this large facility. Through the years, Sierra Telephone and its affiliates continued to work to assess, anticipate, and deploy services for the Chukchansi Gold Resort and Casino, Tribal businesses, Tribal agencies, and Tribal residential locations.

During the reporting period (January 1, 2013 - December 31, 2013) business contacts were made and planning discussions were held with Chukchansi Tribal Government leaders and representatives of Sierra Telephone's staff and decision-makers. Meetings and discussions were challenging during this period due to legal disputes among factions of the Tribe related to Tribal Government authority.

During the reporting periods (January 1, 2014 – December 31, 2014 and January 1, 2015 – December 31, 2015) business contacts with the Chukchansi Tribal Government leaders were challenging due to continued legal disputes among the factions of the Tribe related to Tribal Government authority. On October 11, 2014 the Chukchansi Gold Resort and Casino was shut down by the National Indian Gaming Commission and the California State Attorney General due to public safety concerns. On October 15, 2014 the U.S. District Court of the Eastern District of California ordered the Casino to remain closed. The Casino reopened to the public on December 31, 2015.

During the reporting periods (January 1, 2016 – December 31, 2016) discussions were held with Chukchansi Tribal Government leaders and representatives of Sierra Telephone's staff and decision-makers. Sierra Telephone continues to provide telecommunications and broadband services to the Casino and the Tribal Government offices.

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.1 GENERAL INFORMATION

4.1.1 APPLICABILITY

Applicable to eligible residence customers for Universal LifeLine Telephone Service (ULTS), also known as California LifeLine Service, furnished pursuant to the Moore Universal Telephone Service Act, the Federal Lifeline Program, and the Federal Enhanced Lifeline and Federal Tribal Link-Up Programs for eligible residents of Tribal lands. Eligible residents of Tribal lands consist of qualifying low-income consumers residing on Tribal lands, and in accordance with General Order 153.

4.1.2 TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

4.2 RATES AND CHARGES*

MONTHLY
RATE

A. Access Line Service

1. Local Flat Rate Service

a. Individual Access Line	\$20.25	
Federal Lifeline Credit	-2.75	(R)
California Specific Support Credit	<u>-11.39</u>	(I)
California LifeLine One Party Flat Service	\$6.11	

*The difference between the rates and charges in this schedule and the regular tariffed rates and charges is recovered from the California ULTS Fund, the Federal Lifeline Program, and the Federal Tribal Link-Up Program.

(Continued)

(To be inserted by utility)

Advice Letter No. 408

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Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed July 6, 2012

Effective August 1, 2012

Resolution No. _____

Sierra Telephone Company, Inc.
Oakhurst, California
U-1016-C

SCHEDULE CAL. P.U.C. NO. A4
3rd Revised Sheet 1.1
Cancels 2nd Revised Sheet 1.1

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES* - Continued

	MONTHLY RATE	
A. Access Line Service - Continued		
1. Local Flat Rate Service - Continued		
b. Two-Party** Access Line	\$16.00	
Federal Lifeline Credit	-2.75	
California Specific Support Credit	-10.02	
California LifeLine Two Party Flat Service	3.23	
c. Qualifying residents of Tribal Lands		
Individual Access Line	20.25	
Federal Lifeline Credit	-2.75	
Federal Enhanced Lifeline Credit	-17.50	(I)
Enhanced Lifeline One Party Flat Service	0.00***	(D)
2. Toll Blocking/Toll Restriction	No Charge	
3. F.C.C. Subscriber Line Charge****	6.50	
Federal Subscriber Line Lifeline Credit	-6.50	
	No Charge	

*The difference between the rates and charges in this schedule and the regular tariffed rates and charges is recovered from the California ULTS Fund, the Federal Lifeline Program, and the Federal Tribal Link-Up Program.

**Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

***Rates include changes required by the Federal Communications Commission Wireline Competition (WC) Docket No. 11-42, In the Matter of Lifeline and Link Up Reform and Modernization, as adopted by F.C.C. Order No. 12-11, effective May 1, 2012.

****The Subscriber Line Charge is located in National Exchange Carrier Association (NECA) Tariff FCC No. 5 Section 17.1.2.

(Continued)

(To be inserted by utility)

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NAME

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Sierra Telephone Company, Inc.
Oakhurst, California
U-1016-C

SCHEDULE CAL. P.U.C. NO. A4
2nd Revised Sheet 2
Cancels 1st Revised Sheet 2

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING CHARGE

B. Service Connection and Change/Conversion Charges*

- Applicable to all grades of service

1. Each Connection of ULTS Primary Residence Access Line*

a. New Service Connection - Non-Tribal Customer		(T)	
(1) Service Order Charge (SOC)	\$18.75		
State SOC LifeLine Credit	-9.38	(T)	
(2) Network Access Charge (NAC)	28.00		
State NAC LifeLine Credit	<u>-28.00</u>	(T)	
ULTS Service Connection** Charge	9.37		
b. New Service Connection - Eligible Resident of Tribal Land			(N)
(1) Service Order Charge (SOC)	\$18.75		
Federal SOC LifeLine Credit	-18.75	(I)	
(2) Network Access Charge (NAC)	28.00		
Federal NAC LifeLine Credit	-14.00		
State NAC LifeLine Credit	<u>-14.00</u>		
Tribal Link-Up Service Connection*** Charge	0.00	(R)	
			(N)
c. Service Reconnection**** Same Location		(T)	
(1) Service Order Charge (SOC)	\$9.37		(L)
(2) Network Access Charge (NAC)	14.00		
State NAC LifeLine Credit	<u>-14.00</u>		
ULTS Service Connection** Charge	9.37		
			(L)

*Subject to limitations as set forth in Special Conditions 4.3.F following.

**In accordance with General Order 153, the ULTS connection charge and the ULTS conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular tariffed service connection or service conversion charge for the installation or conversion of a single residential telephone connection. There shall be no limit to the number of times that a ULTS customer may pay the non-recurring ULTS charge for service conversion.

***See Special Condition 4.3.B. for Federal Tribal Link-Up qualification requirements.

****See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B for the rules applicable to SOC and NAC charges for service reconnections.

(L) Material now shown on Cal. P.U.C. Sheet No. 2.1.

(Continued)

(To be inserted by utility)

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Decision No. _____

Issued by

Harry H. Baker

NAME

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(To be inserted by Cal. P.U.C.)

Date Filed April 6, 2012

Effective April 6, 2012

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES - Continued

NON-RECURRING
CHARGEB. Service Connection and
Change/Conversion Charges*

- Applicable to all grades of service - Continued

1. Each Connection of ULTS Primary Residence
Access Line* - Continued

(L)

d. Service Reconnection** Same Location

(T)

(1) Service Order Charge (SOC)

\$18.75

State SOC LifeLine Credit

-9.38

(T)

(2) Network Access Charge (NAC)

28.00

State NAC LifeLine Credit

-28.00

ULTS Service Connection*** Charge

9.37

(L)

2. Change/conversion in class, type, or
grade of service* to connect to ULTS

a. Each change/conversion

(1) LifeLine service order charge

\$10.00

State SOC LifeLine Credit

-0.63

ULTS Change/Conversion*** Charge

9.37

b. Each change to add or remove
toll restriction

Service Order Charge

No Charge

*Subject to limitations as set forth in Special Conditions 4.3.F following.

**See Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges, 18.2 A and 18.2.B
for the rules applicable to SOC and NAC charges for service reconnections.***In accordance with General Order 153, the ULTS connection charge and the ULTS
conversion charge shall equal the lower of (i) \$10.00 or (ii) 50% of the utility's regular
tariffed service connection or service conversion charge for the installation or conversion
of a single residential telephone connection. There shall be no limit to the number of
times that a ULTS customer may pay the non-recurring ULTS charge for service
conversion.

(L) Material previously shown on Cal. P.U.C. Sheet No. 2.

(Continued)

(To be inserted by utility)

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NAME

(To be inserted by Cal. P.U.C.)

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Decision No. _____

President

TITLE

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Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.2 RATES AND CHARGES – Continued

MONTHLY
RATE

C. Surcharges

No Charge

Rates 4.2.A. and B. preceding are exempt from the following surcharges:

California High Cost Fund (CHCF)-A Surcharge
CHCF-B Surcharge
California Advanced Services Fund (CASF)
California Teleconnect Fund Surcharge
California Relay Service and Communications Device
Fund Surcharge
ULTS Surcharge
California Public Utilities Commission (CPUC) User Fee

(N)

D. Deposits*

1. A deposit is not required to initiate ULTS service.
2. A deposit may be required to maintain basic service if the customer no longer qualifies for ULTS.
3. A deposit may be required for non-ULTS service(s).

* Subject to limitations as set forth in Special Conditions 4.3.H. 1. through 4. following.

(Continued)

(To be inserted by utility)

Advice Letter No. 399

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Issued by

Harry H. Baker

NAME

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(To be inserted by Cal. P.U.C.)

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Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements:

1. The California Public Utilities Commission develops the eligibility requirements for qualified households to receive and retain California LifeLine discounts. The requirements can be found at:

<http://www.cpuc.ca.gov/lifeline/> and
https://www.californialifeline.com/en/eligibility_requirements.

(N) (D)

(N)

(D)

(Continued)

(To be inserted by utility)

Advice Letter No. 443Decision No. 17-01-032*Issued by*Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed January 31, 2017Effective February 1, 2017

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

(D)

(D)

(Continued)

(To be inserted by utility)

Advice Letter No. 443Decision No. 17-01-032*Issued by*Cythnia A. Huber

NAME

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Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

(D)

(D)

(Continued)

(To be inserted by utility)

Advice Letter No. 443Decision No. 17-01-032**Issued by**Cynthia A. Huber

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Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

2. A household shall be eligible to receive two ULTS lines if: (T)
 - a. The household meets all ULTS eligibility criteria set forth in 4.3.A.1. preceding, (T)
 - b. The household has a disabled member who has immediate and continuous access within the household to a teletypewriter (TTY) device or a 2-line CapTel device which is a functional equivalent of a TTY device, and (T)
 - c. The TTY or a 2-line CapTel device is issued by the Deaf and Disabled Telecommunications Program (DDTP) or a medical certificate indicating the household member's need for a TTY or a 2-line CapTel device is submitted. (T)
3. All ULTS rules and regulations that apply to the one ULTS line shall apply equally to the second ULTS line provided to a household. (T)
4. A customer denied ULTS eligibility for not being a member of a program listed in 4.3.A.1 preceding, who can demonstrate membership in a county-equivalent means-test program can appeal the denial decision with the Commission Consumer Affairs Branch (CAB). (T)
5. Customers will incur regular tariff rates and charges until completion of the ULTS certification process. (T)
6. Customers will be converted to ULTS service upon the Utility receiving confirmation of the customer's eligibility from the Commission or California LifeLine administrator. (T)
7. Once certified, the Utility will apply the ULTS discount to the customer's next bill retroactively to the application date and if the net credit is at least \$10.00, the customer may request a refund check from the Utility. (T)

(Continued)

(To be inserted by utility)

Advice Letter No. 443Decision No. 17-01-032*Issued by*Cynthia A. Huber

NAME

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Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

A. Universal LifeLine Telephone Service (ULTS) is available to all residence customers who meet the following eligibility requirements: - Continued

8. Customers that verbally certify they meet the ULTS income limits and have proof of income, or participate in an approved public program will receive a certification form in the mail from the Commission's certifying agent for completion and submission. (T)
9. The completed certification form must be returned and received by the Commission's certifying agent by the due date indicated on the form. (T)
10. Any customer who fails to return the ULTS form or otherwise qualify for ULTS by the certification date shall have their application rejected. (T)
11. The Utility shall not knowingly enroll a customer into the ULTS program who does not meet the ULTS eligibility criteria and the Utility shall not knowingly allow a customer to remain in the ULTS program who does not meet the ULTS eligibility criteria. (T)
12. The Utility shall not link the availability of discounted phone service under the ULTS program with the sale of non-ULTS services. (T)
13. The Utility must inform the customer that he or she may opt to receive the instruction form for completing the certification form in Braille (English Only), or the instructions and the form in large print. (T)
14. If a customer has previously been certified while participating in the program with another carrier and subsequently changes carriers, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of carriers occurs within a 30-day period. If a customer changes his or her principle place of residence, while maintaining eligibility in all other respects, the customer shall not be required to go through the certification process as long as the change of residence is within a 30-day period. (T)
15. LifeLine service is a non-transferrable benefit. An eligible LifeLine customer may not transfer his or her telephone service to anyone. (T)
16. Pursuant to 47 C.F.R §54.410(d), an applicant applying for discounts from the Universal LifeLine Telephone Service (California LifeLine) program must provide his or her date of birth and the last four digits of his or her SSN on the Application Form provided by the California LifeLine Administrator. (T)

(Continued)

(To be inserted by utility)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE**4.3 SPECIAL CONDITIONS - Continued****B. Federal Enhanced Lifeline and Tribal Link-Up Benefits and Qualification Requirements for Federally-Designated Tribal Lands****1. Description**

The following Enhanced Lifeline and Tribal Link-Up program benefits and qualification standards apply to all eligible residents of Tribal lands, which consist of qualifying low-income consumers residing on Tribal lands. The term "Tribal lands" means any federally recognized Indian tribe's reservation, Pueblo, Colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands, as defined in the Code of Federal Regulations, part 54 section 54.400, and any off reservation lands designated as Tribal lands by the Federal Communications Commission Wireline Competition Bureau and the Office of Native Affairs and Policy.

2. Qualifications

In addition to the qualification standards set out in Section 4.3.A preceding for Enhanced Lifeline and Tribal Link-Up program participants, eligible residents of Tribal lands, which consists of low-income consumers residing on Tribal lands, may qualify for these programs if they participate in any one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for Needy Families; Head Start (only those meeting its income qualifying standard); or the Food Distribution Program on Indian Reservations (FDPIR). Those who qualify under the provisions of this paragraph must provide written certification of such qualification under penalty of perjury and must further agree to notify the Company if the customer ceases to participate in the program or programs.

3. Lifeline and Link-Up Benefits

Additional federal Enhanced Lifeline support of up to \$25.00 will be applied to the monthly local service rate, not to exceed the sum of the monthly local service rate, as shown in 4.2.A.1.a, preceding, inclusive of the federal End-User Common Line charge. Federal Tribal Link-Up support will be provided for a 100% reduction, up to \$100, of the customary charge for commencing telecommunications service for a single telecommunications connection at a Tribal lands customer's principal place of residence, including line extension charges. An eligible resident of Tribal lands may receive the benefit of the Tribal Link-Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link-Up assistance was provided previously.

(T)
|
(T)

(Continued)

(To be inserted by utility)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

C. ULTS is available to eligible customers subscribing to the flat rate residence individual and two-party* line service. (T)

D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows:

1. Access to (a) single party local exchange service, or (b) service that is equivalent, in all substantial respects, to single party local exchange service.
2. Access to all interexchange carriers offering service in the ULTS customer's local exchange.
3. Ability to place calls.
4. Ability to receive free unlimited incoming calls.
5. Free touch-tone dialing.
6. Free unlimited access to 9-1-1/E9-1-1.
7. Access to local directory assistance (DA). Each utility shall offer to its ULTS customers the same number of free DA calls that the utility provides to its non-ULTS residential customers.
8. Access to foreign Numbering Plan Areas.
9. ULTS rates and charges.
10. Customer choice of flat-rate local service or measured-rate local service. The 17 smaller LECs identified in D.96-10-066 do not have to offer ULTS customers the choice of flat or measured-rate local service, unless the smaller LEC offers this option to its non-ULTS residential customers.
11. Free provision of one directory listing per year as provided for in Decision No. 96-02-072.
12. Free white pages telephone directory.
13. Access to operator service.
14. Voice grade connection to the public switched telephone network.
15. Free access to 800 or 800-like toll-free services.

*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A. (N)
(N)

(Continued)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

D. All ULTS customers are entitled to receive every one of the service elements of ULTS, and every utility is required to offer all of the service elements of ULTS to each of its ULTS customers. The service elements of ULTS are as follows: -
Continued

16. Access to telephone relay services as provided for in Pub. Util. Code § 2881 et seq.
17. Toll-free access to customer service for information about ULTS, service activation, service termination, service repair, and bill inquiries.
18. Toll-free access to customer service representatives fluent in the same language (English and non-English) in which ULTS was originally sold.
19. Free access to toll-blocking service.
20. Free access to toll-control service, but only if (a) the utility is capable of offering toll-control service, and (b) the ULTS customer has no unpaid bill for toll service.
21. Access to two residential telephone lines if a low-income household with a disabled person requires both lines to access ULTS.
22. Free access to the California Relay Service via the 7-1-1 abbreviated dialing code.

E. ULTS is restricted to residence local exchange service including all applicable extended area service. Foreign Exchange Services are excluded from this offering.

F. Discounted Non-Recurring Charges

1. Service Connection Charge

- a. The ULTS connection charge is applicable to all qualifying households residing at the same address.
- b. The ULTS connection charge is applicable at any time a qualifying household:
 - (1) establishes ULTS,
 - (2) re-establishes ULTS at the same residence at which ULTS was previously provided, regardless of reason for disconnect,
 - (3) establishes ULTS at a new principal place of residence, or (T)
 - (4) switches ULTS from one ULTS Provider to another. (T)

(Continued)

(To be inserted by utility)

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A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

F. Discounted Non-Recurring Charges - Continued

1. Service Connection Charge - Continued

c. Utilities may not impose a "central office charge" in addition to the ULTS connection charge when installing ULTS.

d. Installation of a second and subsequent telephone service connections shall be subject to the Utility's regular tariffed rates for these connections, except that low-income households with a disabled member may qualify for ULTS connection charges on two residential telephone connections.

2. Service Change/Conversion Charge

The ULTS change/conversion charge is applicable each time a ULTS customer requests a change in the class (business or residential to ULTS), type (measured to flat rate service or vice versa), or grade of service (one to two party* service or vice versa) including requests to change from Foreign Exchange Service. There is no limit on the number of times a ULTS customer may pay the ULTS change/conversion charge to effect a change in the class, type or grade of service. The discounted charge excludes adding services not covered under the ULTS program.

(T)

a. No conversion charge may be assessed on an applicant or claimed from the ULTS fund if a customer fails to qualify for ULTS.

b. No conversion charge can be assessed on a customer or claimed from the ULTS fund if a customer is removed from the ULTS program (either voluntarily or involuntarily).

*Grandfathered/Frozen service effective October 27, 2010. See Schedule Cal. P.U.C. No. A2, General Regulations, 2.1.2.A.

(N)

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 382*Issued by*Harry H. Baker

NAME

(To be inserted by Cal. P.U.C.)

Date Filed August 11, 2010

Decision No. _____

President

TITLE

Effective October 27, 2010Resolution No. T-17291

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

G. Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced Service Connection Charges. The Utility will bill the customer in 12 equal installments.

H. Deposits

1. Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

Each applicant will be required to establish credit for non-basic services in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment of Credit for Residence Service, Section B. The Utility may elect to offer toll blocking/toll restriction to the applicant in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

2. Re-Establishment of Credit – ULTS Residence Applicants

a. For Basic Service:

A deposit is not required from ULTS customers to re-establish credit for basic service, as defined in California Public Utilities Commission Decision 96-10-066, Appendix B, page 5.

b. For Non-Basic Service(s):

A customer or applicant whose service has been discontinued for non-payment of bills will be required to re-establish credit in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit. The Utility may elect to offer toll blocking/toll restriction to the applicant or customer in lieu of requiring a deposit for non-basic toll service(s) as prescribed in Schedule Cal. P.U.C. No. A2, Rule 7, Deposits.

(Continued)

(To be inserted by utility)

Advice Letter No. 365Decision No. 07-01-024**Issued by**Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008Effective August 4, 2008

Resolution No. _____

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

H. Deposits - Continued

3. Service Reinstatement

The Utility may require a ULTS customer to pay any overdue basic ULTS rates and charges, or make payment arrangements, before ULTS is reinstated to a ULTS customer's line at the same address or new address.

4. Other than previously stated, establishment or re-establishment of credit shall be in accordance with Schedule Cal. P.U.C. No. A2, Rule 6, Establishment and Re-Establishment of Credit.

- I. Any payment received from ULTS customers will be applied first to the balance due on deniable local service non-recurring and recurring charges, including mandated surcharges and taxes, and the remaining amount will be applied to long distance/toll service and other charges at the Utility's discretion, unless the customer directs otherwise.

Disconnection of ULTS service is prohibited for non-payment of toll charges.

Other than stated above, ULTS service shall be subject to the conditions set forth in Schedule Cal. P.U.C. A2, Rule 11, Discontinuance and Restoration of Service.

- J. Customers who wish to re-establish ULTS service after removal from the program will be treated as a new customer, subject to the Commission's enrollment and certification process. A Service Order Charge as shown in Rates 4.2. B.1.a, B.1.b, B.1.c, or B.2.a. is applicable. The ULTS discount will not be applied retroactively to the date of removal.

(T)

(Continued)

(To be inserted by utility)

Advice Letter No. 399

Decision No. _____

*Issued by*Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed October 13, 2011Effective December 1, 2011Resolution No. T-17321

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- K. Each ULTS customer is subject to the annual verification process. The certifying agent will qualify new ULTS customers and verify the continued eligibility of existing ULTS customers. (T)

Any ULTS customer who fails to qualify for continued ULTS eligibility and/or fails to return the completed verification form by date specified by the certifying agent shall be removed from the ULTS program.

Upon notification from the certifying agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- L. Recipients of ULTS service must notify the Utility of a change in any condition which occurs that would cause the household to no longer qualify for ULTS and/or a second ULTS line. (T)

Upon receipt of notification, the Utility will change the ULTS service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

- M. The Commission or the Commission's agent may audit and verify a customer's eligibility to participate in the ULTS program. Any customer who is found to be ineligible to participate in the ULTS program shall be removed from the ULTS program.

Upon notification from the Commission or the Commission's agent, the Utility shall convert the customer to regular residential service starting with the removal date provided by the certifying agent. Service Connection Charges will not apply to the change in service. The Utility may require service deposits, if applicable.

The Commission or the Commission's agent may bill the ineligible customer for any ULTS discounts that the customer should not have received for the period covered by the audit, plus interest equal to the 3-month commercial paper rate.

(Continued)

(To be inserted by utility)

Advice Letter No. 374

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 1, 2009

Effective July 1, 2009

Resolution No. T-17202

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

(N)

4.3 SPECIAL CONDITIONS - Continued

N. Beginning June 1, 2017, the California LifeLine Program (California LifeLine) has a new limitation on consumers requesting the California LifeLine discounts for phone services.

1. 60 Day Freeze for Transferring the California LifeLine Discounts (also called Discount Transfer Freeze) for Phone Services

- a. Once the California LifeLine Administrator approves the applicant's eligibility to receive the California LifeLine discounts, the California LifeLine customer has to keep the California LifeLine discounts with the same phone company for 60 days. The 60-day clock begins when the California LifeLine discounts start. After staying with the same phone company for 60 days, the California LifeLine customer may choose to remain with the same phone company or to change to a different phone company while keeping the California LifeLine discounts. This requirement means that the California LifeLine customer can only transfer the California LifeLine discounts to a different phone company once every 60 days. Transferring the California LifeLine discounts to a different phone company restarts the 60-day clock.
- b. The California LifeLine customer may cancel phone service or switch phone companies at any time. However, if the California LifeLine customer is still within the 60-day clock and cancels the phone service or switches phone companies, then the California LifeLine customer will stop receiving the California LifeLine discounts.
- c. However, there are ways to transfer your California LifeLine discounts to a different phone company sooner, which are as follows:
 - (1) The California LifeLine customer moves to a new address.
 - (2) The phone company no longer offers phone service or otherwise fails to provide phone service.
 - (3) The phone company charged late fees greater than the monthly out of pocket cost for the phone service.
 - (4) The phone company was found in violation of either the California LifeLine Program's, the California Public Utilities Commission's, or the Federal Communications Commission's rules and that rule violation impacted the California LifeLine customer.

(N)

(Continued)

(To be inserted by utility)

Advice Letter No. 444

Decision No. _____

*Issued by*Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 10, 2017Effective June 1, 2017Resolution No. T-17564

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

(N)

O. How to Transfer the California LifeLine Discounts Before the 60-Day Clock Ends When the Phone Company Fails to Provide the California LifeLine Discounted Phone Service

1. A California LifeLine customer is entitled to a voice-grade connection. If the California LifeLine customer is experiencing a service failure, the California LifeLine customer should immediately inform the phone company of the service failure so the phone company can try and resolve the service failure. If the phone company does not resolve the service failure, the California LifeLine customer can request an exception to the discount transfer freeze due to a service failure (also called a service failure exception). Before requesting a service failure exception, the California LifeLine customer should immediately inform the phone company of the service failure.
2. Examples of what would not constitute as a failure to provide home phone service:
 - a. The California LifeLine customer's dissatisfaction with the feature(s) of the service, the service rate(s), or the quality of customer service.
 - b. The California LifeLine customer's confusion about the phone service plan.
3. A California LifeLine customer can contact the California LifeLine Administrator by phone 877-858-7463 or going to Check Your Status at www.californialifeline.com to request a service failure exception to the discount transfer freeze. The California LifeLine Administrator will then determine whether it is appropriate to start the exception process. If the California LifeLine Administrator grants the exception order, the California LifeLine customer can transfer the California LifeLine discounts to a different phone company prior to the discount transfer freeze ending.
4. A California LifeLine customer must do these 4 things for the California LifeLine Administrator to grant their exception order:
 - a. Give the existing phone company an opportunity to resolve the service failure.
 - b. Order a service failure exception from the California LifeLine Administrator.
 - c. After the phone company's opportunity lapses to resolve the service failure, confirm that the service failure still exists – a California LifeLine customer has 1 week to submit this confirmation.
 - d. Contact a different phone company and ask to receive phone service with the California LifeLine discounts; the preferred phone company will submit the transfer request on the California LifeLine customer's behalf to the California LifeLine Administrator.

(Continued)

(N)

(To be inserted by utility)

Advice Letter No. 444*Issued by*Cynthia A. Huber

NAME

(To be inserted by Cal. P.U.C.)

Date Filed May 10, 2017

Decision No. _____

President

TITLE

Effective June 1, 2017Resolution No. T-17564

A4. UNIVERSAL LIFELINE TELEPHONE SERVICE

4.3 SPECIAL CONDITIONS - Continued

- P. The Utility will annually mail to all residence customers, other than customers of ULTS, foreign exchange or farmer lines, a notice that contains information about the availability, terms, and conditions of ULTS. (T)
- Q. In addition to the rates and conditions specified herein, all rules, regulations, charges, and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule. (T)
- R. Optional services and equipment are not included in ULTS rates, but will be provided to ULTS customers at applicable tariff rates and charges. (T)
- S. ULTS rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service. (T)
- T. Each ULTS customer shall be eligible for one or two ULTS lines as set forth in General Order 153, and ULTS customers may subscribe to additional non-ULTS lines. Non-ULTS lines will be available to ULTS customers at the applicable regular tariffed rates and charges. (T)
- U. The Utility will send a confirmation notice to all ULTS applicants informing them of the arrival of Application Forms from the California LifeLine Administrator and the requirement to return the completed forms with all required documentation. The notice will also inform them that failure to return all of the required documentation by the deadline date will result in denial of LifeLine service. (T)

(To be inserted by utility)

Advice Letter No. 444

Decision No. _____

*Issued by*Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 10, 2017Effective June 1, 2017Resolution No. T-17564

June 16, 2017

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, S.W.
Washington, DC 20554

Re: WC Docket No. 14-58, 2017 Annual Report, Form 481 for High-Cost Recipient §54.313(f)(1)(i)
"Certification of Public Interest Obligations"

Dear Ms. Dortch:

In compliance with the filing requirements associated with, and attached to FCC Form 481, we wish to advise the Commission that Sierra Telephone provides High Speed internet service to its customers and:

- Has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of 10 Mbps downstream/1 Mbps upstream;
- Provides latency suitable for real-time applications including VoIP and usage capacity which is reasonably comparable to those in urban areas; and
- That reasonable requests for service are met within a reasonable timeframe.

If you require additional information, please contact me at 559-683-4611.

Sincerely,



Cynthia A. Huber
President

Template for Reporting Community Anchor Institutions (Lines 2018, 3012B, and 4003B)

Number	Name	Street Address	State	Zip
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USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	<i>This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.</i>	
	BORROWER NAME Sierra Telephone Company, Inc. (Prepared with Audited Data)	
INSTRUCTIONS -Submit report to RUS within 30 days after close of the period. For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.	PERIOD ENDING December, 2016	BORROWER DESIGNATION CA0515
<p style="text-align: center;">CERTIFICATION</p> <p><i>We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief.</i></p> <p>ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES.</p> <p style="text-align: center;">DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII (Check one of the following)</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input checked="" type="checkbox"/> All of the obligations under the RUS loan documents have been fulfilled in all material respects. </div> <div style="width: 45%;"> <input type="checkbox"/> There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 30%;"> <u>Cindy Huber</u> </div> <div style="width: 30%; text-align: center;"> <u>6/26/2017</u> DATE </div> </div>		

PART A. BALANCE SHEET					
ASSETS	BALANCE PRIOR YEAR	BALANCE END OF PERIOD	LIABILITIES AND STOCKHOLDERS' EQUITY	BALANCE PRIOR YEAR	BALANCE END OF PERIOD
CURRENT ASSETS			CURRENT LIABILITIES		
1. Cash and Equivalents			25. Accounts Payable		
2. Cash-RUS Construction Fund			26. Notes Payable		
3. Affiliates:			27. Advance Billings and Payments		
a. Telecom, Accounts Receivable			28. Customer Deposits		
b. Other Accounts Receivable			29. Current Mat. L/T Debt		
c. Notes Receivable			30. Current Mat. L/T Debt-Rur. Dev.		
4. Non-Affiliates:			31. Current Mat.-Capital Leases		
a. Telecom, Accounts Receivable			32. Income Taxes Accrued		
b. Other Accounts Receivable			33. Other Taxes Accrued		
c. Notes Receivable			34. Other Current Liabilities		
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)		
6. Material-Regulated			LONG-TERM DEBT		
7. Material-Nonregulated			36. Funded Debt-RUS Notes		
8. Prepayments			37. Funded Debt-RTB Notes		
9. Other Current Assets			38. Funded Debt-FFB Notes		
10. Total Current Assets (1 Thru 9)			39. Funded Debt-Other		
NONCURRENT ASSETS			40. Funded Debt-Rural Develop. Loan		
11. Investment in Affiliated Companies			41. Premium (Discount) on L/T Debt		
a. Rural Development			42. Reacquired Debt		
b. Nonrural Development			43. Obligations Under Capital Lease		
12. Other Investments			44. Adv. From Affiliated Companies		
a. Rural Development			45. Other Long-Term Debt		
b. Nonrural Development			46. Total Long-Term Debt (36 thru 45)		
13. Nonregulated Investments			OTHER LIAB. & DEF. CREDITS		
14. Other Noncurrent Assets			47. Other Long-Term Liabilities		
15. Deferred Charges			48. Other Deferred Credits		
16. Jurisdictional Differences			49. Other Jurisdictional Differences		
17. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)		
PLANT, PROPERTY, AND EQUIPMENT			EQUITY		
18. Telecom, Plant-in-Service			51. Cap. Stock Outstand. & Subscribed		
19. Property Held for Future Use			52. Additional Paid-in-Capital		
20. Plant Under Construction			53. Treasury Stock		
21. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates		
22. Less Accumulated Depreciation			55. Other Capital		
23. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits		
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins		
			58. Total Equity (51 thru 57)		
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)		

Total Equity = 42.05 % of Total Assets

USDA-RUS		BORROWER DESIGNATION	
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		CA0515	
		PERIOD ENDING	
INSTRUCTIONS- See RUS Bulletin 1744-2		December, 2016	
PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS			
ITEM	PRIOR YEAR	THIS YEAR	
1. Local Network Services Revenues			
2. Network Access Services Revenues			
3. Long Distance Network Services Revenues			
4. Carrier Billing and Collection Revenues			
5. Miscellaneous Revenues			
6. Uncollectible Revenues			
7. Net Operating Revenues (1 thru 5 less 6)			
8. Plant Specific Operations Expense			
9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)			
10. Depreciation Expense			
11. Amortization Expense			
12. Customer Operations Expense			
13. Corporate Operations Expense			
14. Total Operating Expenses (8 thru 13)			
15. Operating Income or Margins (7 less 14)			
16. Other Operating Income and Expenses			
17. State and Local Taxes			
18. Federal Income Taxes			
19. Other Taxes			
20. Total Operating Taxes (17+18+19)			
21. Net Operating Income or Margins (15+16-20)			
22. Interest on Funded Debt			
23. Interest Expense - Capital Leases			
24. Other Interest Expense			
25. Allowance for Funds Used During Construction			
26. Total Fixed Charges (22+23+24-25)			
27. Nonoperating Net Income			
28. Extraordinary Items			
29. Jurisdictional Differences			
30. Nonregulated Net Income			
31. Total Net Income or Margins (21+27+28+29+30-26)			
32. Total Taxes Based on Income			
33. Retained Earnings or Margins Beginning-of-Year			
34. Miscellaneous Credits Year-to-Date			
35. Dividends Declared (Common)			
36. Dividends Declared (Preferred)			
37. Other Debits Year-to-Date			
38. Transfers to Patronage Capital			
39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)]			
40. Patronage Capital Beginning-of-Year			
41. Transfers to Patronage Capital			
42. Patronage Capital Credits Retired			
43. Patronage Capital End-of-Year (40+41-42)			
44. Annual Debt Service Payments			
45. Cash Ratio [(14+20-10-11) / 7]			
46. Operating Accrual Ratio [(14+20+26) / 7]			
47. TIER [(31+26) / 26]			
48. DSCR [(31+26+10+11) / 44]			

USDA-RUS		BORROWER DESIGNATION CA0515	
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		PERIOD ENDED December, 2016	
INSTRUCTIONS – See help in the online application.			
PART I – STATEMENT OF CASH FLOWS			
1. Beginning Cash (Cash and Equivalents plus RUS Construction Fund)			
CASH FLOWS FROM OPERATING ACTIVITIES			
2. Net Income			
Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities			
3. Add: Depreciation			
4. Add: Amortization			
5. Other (Explain)			
Changes in Operating Assets and Liabilities			
6. Decrease/(Increase) in Accounts Receivable			
7. Decrease/(Increase) in Materials and Inventory			
8. Decrease/(Increase) in Prepayments and Deferred Charges			
9. Decrease/(Increase) in Other Current Assets			
10. Increase/(Decrease) in Accounts Payable			
11. Increase/(Decrease) in Advance Billings & Payments			
12. Increase/(Decrease) in Other Current Liabilities			
13. Net Cash Provided/(Used) by Operations			
CASH FLOWS FROM FINANCING ACTIVITIES			
14. Decrease/(Increase) in Notes Receivable			
15. Increase/(Decrease) in Notes Payable			
16. Increase/(Decrease) in Customer Deposits			
17. Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)			
18. Increase/(Decrease) in Other Liabilities & Deferred Credits			
19. Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital			
20. Less: Payment of Dividends			
21. Less: Patronage Capital Credits Retired			
22. Other (Explain)			
23. Net Cash Provided/(Used) by Financing Activities			
CASH FLOWS FROM INVESTING ACTIVITIES			
24. Net Capital Expenditures (Property, Plant & Equipment)			
25. Other Long-Term Investments			
26. Other Noncurrent Assets & Jurisdictional Differences			
27. Other (Explain) Accum Depreciation - Retirements			
28. Net Cash Provided/(Used) by Investing Activities			
29. Net Increase/(Decrease) in Cash			
30. Ending Cash			

Revision Date 2010